

CITY OF MILPITAS

Effective: February 1998
EEOC: Professional
FLSA: Exempt
Unit: Exempt
Physical: 1

FISCAL SERVICES MANAGER

DEFINITION

Plans, organizes, develops, coordinates, and directs the activities of the Fiscal Services Section in the Department of Financial Services. Supervises and performs fiscal services operations, including, accounts receivable, meter reading, utility billing, cash collections, business license, and revenue analysis. Analyzes, develops and reviews procedures, operations, controls, systems, and functions within the Fiscal Services Section and performs complex and technical analysis of revenues.

DISTINGUISHING CHARACTERISTICS

This is a management position in the Fiscal Services Section of the Financial Services Department. The incumbent in this position exercises independent judgment and discretion. It is distinguished from the Director of Financial Services in that the latter has overall responsibility for the Department of Financial Services including Accounting Services, Purchasing, Fiscal Services, and Administration.

SUPERVISION RECEIVED AND EXERCISED

Works under the direction of the Director of Financial Services or the Assistant Director of Financial Services as assigned. Supervises clerical and professional employees of the Fiscal Services Section. Provides training to assigned staff as required. Incumbents typically exercise specialized knowledge, skills, and abilities in the performance of job duties and work independently.

EXAMPLES OF DUTIES

Plans, develops, organizes, directs, supervises, and evaluates staff, service level, and performance of the Fiscal Services Section in support of the revenue analysis, meter reading, accounts receivable, business license, cash collections, and utility billing functions.

Assigns, schedules, prioritizes, coordinates, and reviews work activities; determine schedules and authorize leaves.

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Fiscal Services Manager (Continued)

EXAMPLES OF DUTIES

Oversees the work of staff employed in maintaining and servicing utility accounts, receiving and processing utility service applications, including performing service calls, reading meters, evaluating and processing credit data, mailing utility bills, answering inquiries regarding tax license procedures and law, receiving and receipting of money, preparation of daily bank deposits, and resolving customer inquiries and complaints.

Recommends for selection, trains, evaluates, and assigns personnel, makes recommendations for disciplinary action, reviews work of subordinates.

Coordinates fiscal services operations with other City sections, divisions, and departments.

Maintains liaison with other public and private agencies.

Performs a variety of complex and technical revenue analysis functions and maintains records.

Develops, reviews, recommends, and implements improved operating procedures and related policies, work processes and forms.

Answers inquiries, provides information, and resolves complaints from the public at the counter or on the phone in a professional and customer service manner.

Integrates and maintains financial and statistical information into comprehensive business license, utility billing, and cash collections systems.

Assists in the development and implementation of the Department's goals, objectives, policies, procedures, and work standards.

Assists in the coordination of the information systems function to ensure the proper design, testing, and implementation of enhancements and corrections to computerized systems.

Researches and assembles information for special projects.

Attends meetings and seminars related to Fiscal Services functions and acts in the capacity as the resident expert of such functions for the City.

Performs related duties as assigned.

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Fiscal Services Manager (Continued)

QUALIFICATIONS

Knowledge of :

City policies and procedures in assigned area of responsibility.

Modern office practices, procedures, and equipment, including computer-based utility billing, cash collections, business licenses, and accounting systems, including basic data processing and systems operation, current software applications, and automated accounting methods.

Principles, practices, and techniques of financial and revenue analysis.

Fiscal, accounting and financial record keeping a bookkeeping principles and practices.

Laws, rules, regulations, and ordinances relating to local, state, and federal public finance and administration, including business license administration.

Principles and practices of management, supervision, training, and performance evaluation.

Report writing techniques and spreadsheet development and analysis techniques.

Ability to:

Apply the policies and philosophy of the City to the Department of Financial Services.

Interpret and administer City ordinances, and local, State, and Federal laws and regulations.

Analyze complex financial data and make sound, well-structured recommendations.

Conceptualize, interpret, prepare, present, and explain City and Department proposals, policies, procedures, and reports in a clear and concise manner to co-workers, the Director, and other City management staff.

Establish and maintain effective working relationships with co-workers, City management staff, other agencies, community groups, and the general public.

Plan, coordinate, prioritize, supervise, train, direct, and evaluate the work of others. Lead and motivate assigned staff as well as others contacted during the course of work in a professional, positive manner.

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Fiscal Services Manager (Continued)

Ability to:

Use and manage automated information systems, including the personal computer applications such as word processing and spreadsheets.

Develop administrative procedures and operations and evaluate their efficiency and effectiveness.

Maintain accurate records, organize work programs, direct operations, meet deadlines, and follow up on assignments in a timely and professional manner.

Exercise sound independent judgment and use initiative in carrying out assignments.

Develop, prepare, and review reports, schedules, and supporting documents that reflect detailed and complex financial transactions and activities.

Develop and recommend policies and procedures related to assigned operations.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills is:

Education:

Graduation from an accredited college or university with a Bachelors Degree in Business with major course work in accounting or finance or equivalent. Related experience may be substituted for the education requirement on a year-to-year basis.

Experience:

Equivalent to four years of increasingly responsible accounting, bookkeeping or fiscal office clerical experience including experience in accounts receivable, utility billing, business license, and computer systems, including at least two years of supervisory experience.

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LICENSE

Incumbents must be able to travel to various locations within the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California Driver's License and satisfactory driving record is required.

Approved by:

City Manager